



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert BUSHEY et al.

Mail Stop Issue Fee  
Group Art Unit : 2642

Appl. No. : 09/917,746

Examiner : Hector A. AGDEPPA  
Confirmation No. : 2766

Filed : July 31, 2001

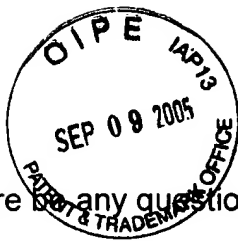
For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE  
RESPONSE CALL MANAGEMENT SYSTEM

**COMMENTS ON STATEMENT OF REASONS FOR ALLOWANCE**

Commissioner for Patents  
U.S. Patent and Trademark Office  
Customer Service Window, Mail Stop Mail Stop Issue Fee  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

Sir :

In response to the Notice of Allowability, mailed by the Patent and Trademark Office on September 9, 2004 and to the Statement of Reasons for Allowance attached thereto, Applicants wish to clarify the record with respect to the basis for the patentability of claims in the present application. In this regard, while Applicants do not disagree with the Examiner's indication that certain identified features are not disclosed by the references, Applicants submit that each of the claims in the present application recite a particular combination of features, and that the basis for patentability of each of these claims is based on the totality of the particular features recited therein.



Should there be any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,  
Robert R. BUSHEY et al.

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September 9, 2005  
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